Guides

Page	Reference Pages	Notes
Unpaid fees and Liens	• Unpaid Water/Sewer Bills • Public Act 123 • Questions and Answers	This will be a section in a more general *Unpaid Bills and Liens* guide led/owned by the Treasurer's Office
Start Water Service	• Sign Up for New Water/Sewer Services	Expand on Sign Up for New Water/Sewer Services. Breakdown information for audiences in the guide: homeowner, landlords, commercial properties/businesses

Programs and Initiatives – OC Initiative

Service name	Source material	Notes
Water Leak Detection	Leak Detection Saves Money and Water	Could use the OC Initiative or OC General page template depending on depth of content needed. • Link to leak credit service • Add to leak credit service Related Links
Cross Connection Control	• Cross Connection Control • Inspections PDF • MDEQ Rules Manual • Irrigation Backflow	• Link to from relevant homeowner, business, developer, etc. guides

News Articles – OC News Article

Page	Source material	Notes
Water Quality Report	• Average Water Analysis PDF • Consumer Confidence Report • Fluoride in Drinking Water • PCPP's in the Water • Water Quality FAQ's • Lead at All Time Low	**PENDING ITEM** Do we have to keep previous years' reports active?

Water Sewer Rate Study	• Water Sewer Rate Study	**PENDING ITEM** Do we have to keep previous years' studies active? Possibly combine this with the Water Quality Report annual article

Services – OC Service

Service name	Source material	Notes
Sign up for paperless water bills	eServices Go Paperless!	**PENDING ITEM** Get eServices to change URL – replace grcity with grandrapidsmi
Rent a Hydrant for Personal Use	Formsite Form	**PENDING ITEM** Zac - Does point and pay support ability to hold "pending" deposit amount, or should payment process be manual Keith – Get department/unit/fund codes for payments
Adopt a Hydrant	InfoPath? Form	**PENDING ITEM** Keith to follow up with business process for updating map
Request Fire Hydrant Flow Testing	InfoPath? Form	Form completed (unpublished) Link to this from Dev Center and related services

General Pages – OC General

Page	Notes	Notes
Water Main Breaks and Maintenance Outages		General Page
LMFP Daily Pumpage and Water Temperature	PDF document showing daily pump amount and water temp. Is this automatically generated?	**PENDING ITEM** Keith to determine how this PDF is generated – automated or someone

	Or does someone create this daily?	<mark>uploading to SharePoint daily?</mark>
Community Partnerships	List of municipalities GR Water services. This will be a deep link from service and content pages	Link to this content from relevant Dev Center Pages
Utility Service Area Map	Map of areas GR Water services. Link to from relevant services and content pages	Link to from Start Water Service and New Water-Sewer Connection Phase II – address lookup
Water Bill Payment Assistance	Payment Assistance Program	Include contact info for agencies that assist Link to from payment page
Water Service Line Insurance	Diagram showing City's responsible area and resident's responsible area	Deep link in water quality/lead levels news article & homeowner guide

Undetermined Content		
Content	**Notes**	**Follow Up**
Water and Wastewater Systems PDF	PDF document with system capacity info	<mark>**PENDING ITEM** Zac – Email Kara asking what this is for</mark>
Water Plant Monthly Operating Reports	Most recent document April 2016	<mark>**PENDING ITEM** Keith – Are these a legal requirement? Why did they stop publishing in April 16?</mark>
Utility Advisory Board	Meeting agendas Board documents Calendar	<mark>**PENDING ITEM** Keith – Find out why current agendas and documents aren't being added anymore</mark> <mark>**PENDING ITEM** GR Digital – Governance for regional board pages</mark>